



# Andreas Runge

## General Manager

Franz-Wirer von Rettenbach Strasse 25/7, 2100 Korneuburg, Austria

DOB 09.05.1974, married, 1 daughter

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## Summary

General Manager with 25+ years international hotel experience. Worked for major brands like Marriott, Millennium, RAMADA, Wyndham and independent hotels such as The Ritz, London and rocksresort, Laax, Switzerland.

Hands-on, creative innovator and people-oriented motivational leader who always drives cost control for GOP improvement. Managed and shared three new hotel openings and two renovation projects. TOP problem solver.

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## Work History

**since 05 / 2021**

### General Manager

**VAYA Resort Achensee, Tirol, Austria**

*4\* Resort Hotel, 76 Apartments and rooms with 248 beds, 2 F&B Outlets, Spa & Swimming Pool*

**10 / 2020 – 04 / 2021**

**Sabbatical** due to Coronavirus pandemic filled with voluntary work for public Covid-19 tests in Austria

**01 / 2020 – 09 / 2020**

### Cluster General Manager

**RAMADA by Wyndham Hotels Karachi, Pakistan**

*RAMADA PLAZA Airport Karachi Hotel, 5\* City Resort, 228 keys, 6 F&B Outlets, 10 Meeting rooms, Marquee with 1000 pax capacity, spa, gym, outdoor pool, tennis court.*

*RAMADA KARACHI Creek, 4\* City Centre Hotel, 48 keys, 3 F&B Outlets, 2 ballrooms, gym, massage rooms.*

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**Main achievements:**

- Introduction of standards and SOP'S in all departments
- Conducted several renovation projects, i.e. installation new shower cabins in all main building rooms
- Completion and implementation of the 2020 Budget and Sales & Marketing plan
- Leadership of a total workforce of 650 staff in both hotels accumulated
- Introduction of Revenue Management with logical pricing structures and online rate parity principles
- Extensive networking and sales penetration of the local market
- Crisis Management after the start of the Coronavirus pandemic in march 2020

**11 / 2017 – 11 / 2019****General Manager****RAMADA by Wyndham Hotel Bahrain, Kingdom of Bahrain***4\* City Center Hotel, 123 keys , 4 F&B Outlets, Meeting room, gym & swimming pool***Main achievements:**

- Conducted several major renovation projects, i.e. installation of sprinkler system, new carpets, new emergency power generator
- NPS increased to 4.3 ( Wyndham EMEA average is 3.93 )
- Increased occupancy from 58% ( 2017 ) to 69% ( 2018 )

**11 / 2015 – 10 / 2017****General Manager****Hawthorn Suites by Wyndham Abu Dhabi City Center, UAE***4\* City Center Hotel, 160 keys, Spa, 8 F&B outlets***Main achievements:**

- Managing the hotel renovation including rebranding to Wyndham Hotel Group and upgrading from 3 to 4 Star
  - **Winner of 2016 Best Hotel Renovation EMEA Award** Wyndham Hotel Group.
  - Implemented Sales & Marketing and Revenue Management strategies, resulting in an increase of occupancy from **57% to 83%** (2016 - 2017)
  - Increased the service quality in all areas; i.e. raised scoring on booking.com from **6.4 to 8.1**
  - Decreased the number of staff from **115 to 90** whilst maintaining service levels with multi tasking initiatives and training enhancement.
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05 / 2012– 10 / 2015

General Manager

RAMADA Hotels Vienna, Austria ( operated by PMT Tourism )

4\* City Center Hotels, 106 & 122 keys , Restaurant, Bar, Conference Center

**Main achievements:**

- General Manager in the flag ship property Ramada Hotel & Suites Vienna.
- Achieved an increase of **23% Revpar** in the corporate business segment by aggressive and detailed sales penetration
- Transferred as task force to lead the turn around of the sister properties Ramada Encore and Ramada Vienna South
- **18% growth** of occupancy in the RAMADA Encore in 2014 year - to - year; resulting in revenue growth of EUR 500K
- Balanced labour turn over to healthy minimum with multi tasking.

07 / 2011 – 04 / 2012 (please see education)

07 / 2007 – 07 / 2011

Cluster Hotel Manager ( i/c of rooms )

Weisse Arena Gruppe, Laax, Switzerland

- *rocksresort*, Resort with 144 apartments, 586 beds, member of design hotels
- *signinahotel*, 4\* Resort Hotel, 85 keys, 2 F&B outlets, SPA
- *Riders Palace*, 70 guest rooms, hotel for freestylers

**Main achievements:**

- **Structuring of Facility management** and Housekeeping procedures for the apartment and hotel complex ( ca. 1000 beds )
- Implemented the **guest relation program** for rocksresort and signinahotel.
- Created innovate features with a WOW effect such as early bird skiing or an Express Check In
- Elaborated excellent relationship with rocksresort apartment owners
- Produced **85% occupancy** in the first winter season after opening rocksresort

05 / 2004 – 06 / 2007

Executive Assistant Manager, Rooms Division Manager, FOM

RAMADA HOTELS SWITZERLAND, Basel & Solothurn

- 01 / 2007 – 06 / 2007 RDM/Ass. GM, RAMADA Solothurn
- 01 / 2006 – 01 / 2007 EAM RAMADA Plaza Basel
- 05 / 2004 – 12 / 2005 FOM RAMADA Plaza Basel

**03 / 2002 – 04 / 2004**

**Assistant Front Office Manager**

**Millennium Hotel and Resort, Stuttgart, Germany**

*4\* Business and Leisure Hotel, 454 keys, Conference Center, 21 F&B outlets, 2 cinemas, casino, musical theatres, extensive spa facilities*

**04 / 2001 – 02 / 2002**

**Reception Manager**

**Marriott Hanbury Manor Hotel & Country Club, Ware, Hertfordshire, UK**

*5\* Country Club Hotel, 161 keys, Conference Center, 5 F&B outlets*

**09 / 2000 – 04 / 2001**

**Chef de Brigade**

**The Ritz, London, UK**

*5\* Grand Hotel, 161 keys, member of "The Leading Hotel of the world"*

**06 / 1999 – 09 / 2000**

**Night Manager**

**Renaissance Düsseldorf Hotel, Germany**

*5\* Business Hotel, 244 keys, 4 F&B outlets, Conference Center*

**01 / 1998 – 05 / 1999**

**Night Auditor**

**Stuttgart Marriott Hotel Sindelfingen, Germany**

*4\* Business Hotel, 257 keys, 4 F&B outlets, Conference Center*

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## Education

**07 / 2011 – 04 / 2012**

**Diploma in Hotel Business Administration**

at the IST – Institute in Düsseldorf, Germany

**Main content:**

- Legislation, Corporate management, Hotel administration
  - Yield-Management, e-Commerce, Marketing
  - Human Resources management, Quality- and customer service management
  - F&B and Event management
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**08 / 1995 – 01 / 1998**

**Graduate of the Federal Trade School for Hotel Management**

Hotel School Bad Ueberkingen, Germany and RAMADA Hotel Stuttgart Sindelfingen  
( dual education )

**06 / 1994**

**A-Level university-entrance Diploma**

Schickhardt-Gymnasium Herrenberg, Germany

**Further education:**

Ordinance on aptitude of instructors Wifi Vienna, Austria – July 2014

HOTS Business Simulation (RAMADA) – November 2006

Train the Trainer (RAMADA PLAZA) – July 2005

Fidelio Front Office Supervisor course – Mai 2005

**Further qualifications/languages:**

micros fidelio (several versions), micros OPERA, protel

German - mother tongue

English - fluent

French – basic



Austria, July 2021

Andreas Runge